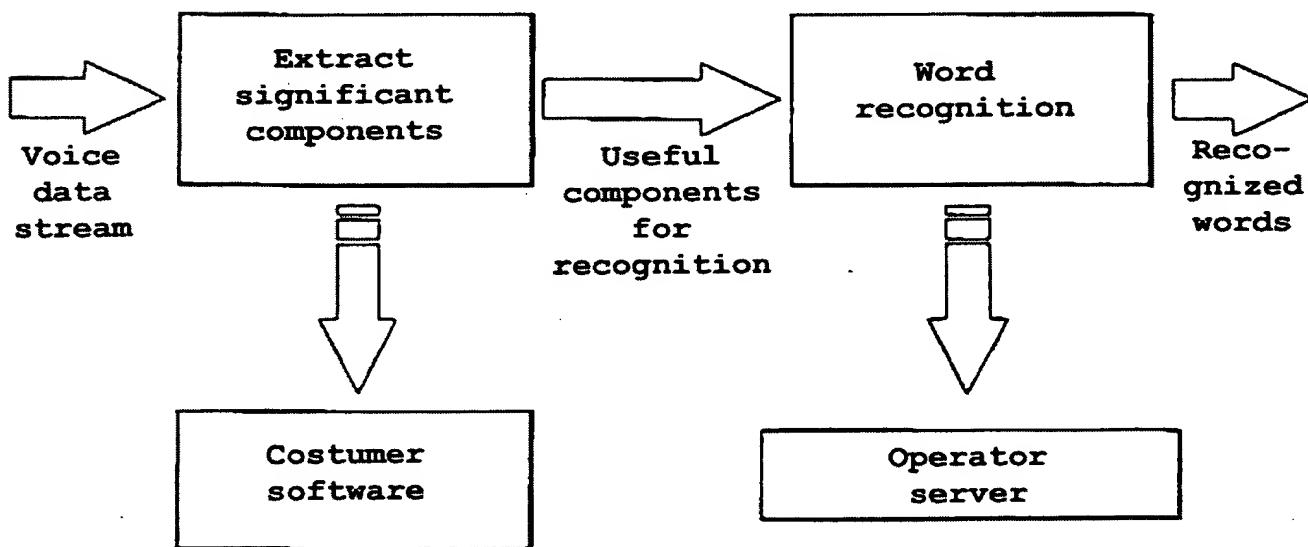


FIG. 1

FIG. 3



2
Operator
server 11Company
server 16

A

Connection request
Call data (calling number, called number)

Read sound
(welcome_file, stopdigit=*)

DTMF event
("*)

Read sound
(Do_you_want_to_order_file?)

Start_Recognition
(company vocabulary "yes, no")

Word_Recognition
("yes")

Read sound
(how_many_parts_file?)

Start_Recognition
(company vocabulary "1,2,3,4,5")

Word_Recognition
("3")

Stop_Recognition

Voice synthesis
("You have ordered three parts,
you can hang up")

Disconnect user

FIG. 2

